

## DIR Communication Technology Services (CTS)

Contact: [Telecom.solutions@dir.texas.gov](mailto:Telecom.solutions@dir.texas.gov)

(877) 472-4848 option 4

### SERVICE DETAILS

**Vendor:** Windstream Corporation

**Vendor website:** <http://www.paetec.com/lp/paetec-stateoftexas/>

**Service Area:** Data

**Category:** Internet

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#### Windstream Dedicated Internet

Windstream's Dedicated Internet Access is available over T-1 (1.544 Mbps), DS-3 (44.736 Mbps), OC-n (51.84Mbps – 622.08 Mbps) and Gigabit Ethernet (1000 Mbps) connections, based on your business's unique bandwidth needs.

\* This is a DIR billed service

### SERVICE DELIVERY SLA

#### Quote Request

48 Hours

#### Installation Interval

T-1 Level - 45 Business Days

DS3 Level - 75 Business Days

Ethernet Level - 120 Business Days

#### Disconnect Interval

15 Business Days

#### Service Term

12 Months

\* DIR requires an additional 3 business days for processing of new orders and disconnects.

### PERFORMANCE SLA

#### Availability

Greater than 99.999%

#### Mean Time to Repair (MTTR)

4 Hours

NOTE: MTTR does not include time to update status between DIR and Vendor

## **CUSTOMER RESPONSIBILITY**

Windstream will deliver service to the Minimum Point of Entry (MPOE). If the demarcation point is not at the MPOE, it is the customer's responsibility to extend the circuit(s) to demarc.

## WINDSTREAM CORPORATION INTERNET

Cost Recovery Fee = 12%

### INTERNET PRICING

Access Rate	MRC	MRC Description	NRC
128K	\$168.00	Port Charge - Loop priced separately	\$0.00
256k	\$168.00	Port Charge - Loop priced separately	\$0.00
384k	\$168.00	Port Charge - Loop priced separately	\$0.00
512k	\$168.00	Port Charge - Loop priced separately	\$0.00
768k	\$168.00	Port Charge - Loop priced separately	\$0.00
1024k	\$168.00	Port Charge - Loop priced separately	\$0.00
1.5m	\$168.00	Port Charge - Loop priced separately	\$0.00
3m	\$268.80	Port Charge - Loop priced separately	\$0.00
4.5m	\$386.40	Port Charge - Loop priced separately	\$0.00
6m	\$537.60	Port Charge - Loop priced separately	\$0.00
9m	\$862.40	Port Charge - Loop priced separately	\$0.00
10m	\$957.60	Port Charge - Loop priced separately	\$0.00
20m	\$1,120.00	Port Charge - Loop priced separately	\$0.00
50m	\$1,456.00	Port Charge - Loop priced separately	\$0.00
100m	\$2,240.00	Port Charge - Loop priced separately	\$0.00
1Gig	ICB		\$0.00
10Gig	ICB		\$0.00

Access	MRC	MRC Description	NRC
DS1	\$168.00	Port Charge (loop priced separately)	\$0.00
DS3	ICB		
OC3	ICB		
OC12	ICB		
	DS1	See Attached NPA / NXX Spreadsheet for DS1 Tiers & local voice availability	

Tier 1- Local	\$112.00		
Tier 2- Local	\$196.00		
Tier 3- Local	\$364.00		
Tier 4- Local	\$1,008.00		
Tier 5- Local	\$1,848.00		
Tier 6- Local	\$2,912.00		
Tier 7- Local	\$3,920.00		
Tier 8- Local	\$5,040.00		
Expedite			\$1,120.00

Internet services have a term commitment of 12 months.



## Windstream: Geographic Availability

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Windstream  
Data Services  
are generally  
available  
throughout the  
State of Texas.

